

INTERNAL QUALITY ASSURANCE CELL

GRIEVANCE REDRESSAL POLICY



NAIPUNNYA SCHOOL OF MANAGEMENT

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GRIEVANCE REDRESSAL POLICY

Naipunnya School of Management (NSM) assures a safe and comradely / pleasant environment for the academic and extracurricular development of the students; hence the college established a grievance mechanism to encourage students to express individual and group concerns related to academic and non-academic issues without any angst and trepidations. NSM is Vigilant and Strict in maintaining the rules and regulations within the campus. The Disciplinary Committee is in charge of all the disciplinary activities, and an effective team drives the machinery with regard to campus discipline.

POLICIES AND REGULATIONS

- Students can record their grievances either in writing or by using the online redressal portal on the College website.
- Confidentiality and Privacy of students would be maintained in all cases.
- The respective committees should handle the grievances within seven working days. The report should be handed over to the principal for immediate action and the report must be maintained by IQAC as well.

ANTI-RAGGING COMMITTEE

To forbid, prevent and eliminate ragging including any disorderly conduct either by words, spoken or written or by an act which has the effect of teasing, mistreating or rudeness towards any student, indulging in in-disciplinary activities likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a student, or asking any student to do any act which the student may not do in the ordinary cause, and which has the effect of causing or generating a sense of shame, or torment or embarrassment negatively affecting the physique or psyche of the student will be treated as ragging.

Ragging of any form is a non-bailable offense and will be addressed with criminal procedure. If any incident of ragging and/or abetting ragging comes to the notice of

the authority, severe action will be taken against such students. The Anti-Ragging Committee of the institution shall take an appropriate decision, in regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging established in the recommendations of the Anti-Ragging Squad.

ANTI-DRUG CELL

- In order to curb the problem of use of illegal substances, NSM runs Vimukthi - Anti-drug cell. This stands for augmenting & strengthening the existing awareness programmes and transforming the students in opposition to drugs and alcohol.
- The following are the objectives:
- To provide a safe and healthy work environment and promote the general health and wellbeing of its students and employees.
- To take all necessary measures to prevent, curb and eradicate substance abuse in the campus.
- To recognize abuse of or addiction to alcohol and/or drugs as a serious health problem.
- In order to have a safe environment free from drugs and alcohol, the College does not tolerate consumption or possession of drugs or alcohol by its students and employees
- To deal with cases of abusing or suspected of abusing substances with sensitivity and discretion.
- To find the biological, environmental, behavioural and social causes and consequences of drug use & addiction across the life span.
- If found guilty of either ragging or substance abuse/distribution, one or more of the following punishments will be given, namely;
 - Suspension from attending classes and academic privileges.

- Withholding/ withdrawing scholarship/ fellowship and other benefits, if applicable.
- Debarring from appearing in any test/ examination or other evaluation process.
- Withholding results.
- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- Suspension/ expulsion from the hostel.
- Cancellation of admission.
- Rustication from the institution for a period ranging from one to four semesters.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.
- Provided that where the persons committing or abetting the act are not identified, the institution shall resort to collective punishment.

WOMEN'S CELL (Anti-sexual harassment cell) & INTERNAL COMPLAINT COMMITTEE (ICC)

These cells are constituted as per the regulations of the UGC and the judgement of the honourable Supreme Court, with a view to effective enforcement of the basic human right of gender equality and guarantee against harassment and abuse in the campus. The proactive role of the Cell aims to combat sexual harassment, violence against women and ragging at the college. If such an incident comes to the notice of the authority, the students concerned will be given the opportunity to explain their behaviour before the committee. If they are found guilty, they will be suspended/ expelled from the institution on the recommendation of the committee. The institution is obligated to report the offender (s) to the concerned authority.

INTERNAL ASSESSMENT GRIEVANCE REDRESSAL CELL

The basic aim is to ensure transparency in all academics, prevent unfair practices in the institution and provide a mechanism for redressal of their grievances, irrespective of whether the issue is of academic nature, internal or external.

STUDENT GRIEVANCE REDRESSAL CELL

This cell is set up as a forum for students to be able to record their grievances that are non-academic in nature. The students will be able to register their grievances in infrastructure, facilities and services provided in the institution and so on and the cell ensures that the grievance so received, is addressed in the optimal manner possible.

ONLINE GRIEVANCE PORTAL

- The Online Grievance Portal attempts to address the genuine problems and complaints of students and faculties and encourage them to lodge his or her grievances so as to get them redressed on time.
- It deals with all types of grievances and complaints. The basic objective of this portal is to ensure transparency in education, prevent unfair practices (including ragging) and provide a mechanism for redressal of their grievances.
- The system also aimed at making the students and faculties informed about the decision taken against the complaints that they have lodged through this portal. An aggrieved student or faculty who has any grievance shall have to make an online complaint with all the relevant details.
- On receipt of the online complaint, the Grievance Redressal Committee will conduct a detailed enquiry based on which, proper actions will be taken at the earliest.